Service terms

Version 2026-10-20.3 - Supplied with your order confirmation

1. Who you are working with

ANUBYS Entertainment, operated by Merlijn van Balen Blanken. KVK 88714926. Gele rijdersplein 6, 6811 AN Arnhem, Netherlands. Email: contact@anubysentertainment.com. Studio location on request. A consumer is an individual buying for purposes outside their trade or profession.

2. The agreement and scope

These terms apply to new service orders and accepted quotations. A paid online mastering order is confirmed when payment is verified. Mixing, production, coaching, DJ lessons and artist bookings require a written agreement on scope, price and scheduling; sending an enquiry alone does not make a paid booking. Any agreed written project details form part of the contract. Mandatory consumer protections prevail over conflicting wording. The terms supplied with your confirmation apply to that order; later website updates do not retrospectively change it.

3. Prices and payment

Published base rates for new bookings exclude VAT: mastering EUR 90 per track; stem mastering EUR 180 for 2 stems plus EUR 80 for each additional stem, up to 16 stems; coaching and DJ lessons EUR 60 per hour, subject to an agreed booking. Where 21% Dutch VAT applies, the corresponding consumer totals are EUR 108.90 for mastering, EUR 217.80 for 2 stems, EUR 96.80 per extra stem and EUR 72.60 per coaching hour. For example, 3 stems cost EUR 260 excluding VAT / EUR 314.60 including 21% VAT; 4 stems cost EUR 340 excluding VAT / EUR 411.40 including 21% VAT. Mixing, production and artist bookings remain by written quote. Both VAT-exclusive base rates and VAT-inclusive consumer reference totals are shown before booking. The checkout calculates the applicable Dutch VAT treatment using the genuine billing country and whether you order as an individual or a business. The existing country and verification rules continue to apply. Qualifying businesses elsewhere in the EU receive reverse-charge treatment after verification of their VAT number. Where no Dutch VAT is charged, the base mastering charge is EUR 90; it is not reduced to EUR 74.38. Other local taxes may be due under the customer's local rules. Contact us before ordering for special VAT territories or if the business tax status cannot be verified. Any applicable mastering discount is applied to the service base price before Dutch VAT, with euro-cent rounding. The optional Priority queue upgrade is EUR 19.99 excluding VAT, or EUR 24.19 including 21% Dutch VAT. Where no Dutch VAT is charged, Priority is EUR 19.99. It is charged once per order and is not discounted by mastering offers. Selecting Priority includes the same express early-performance request and acknowledgement shown at checkout. No separate free early-start option is offered. The final payable amount, including VAT and any selected upgrade, is shown before PayPal payment. The service, number of stems, applicable discount, tax treatment and accepted price are saved with the order. Existing orders, accepted written quotes and bookings retain their agreed prices and the terms supplied with them; this update does not reprice a pending or paid order. The owner-only EUR 0.01 website configuration test remains EUR 0.01 and is not a public service rate. Website mastering orders are paid in full before work starts. Other services follow the written quote and payment schedule. Additional work needs agreement on scope and price first. No unagreed administration, payment or revision charges are added.

4. Audio and instructions

Supply WAV audio at its original sample rate, preferably 24-bit or better, with no unwanted clipping or export normalisation. Provide the complete song, clear filenames, reference tracks and your intended direction. Keep processing that is part of your sound; where useful, also supply a version without final loudness limiting. Stem files must share the same start point, length and sample rate and must sum to the intended mix. Tell us about deliberate distortion and any essential mix-bus processing. We will request replacement files if a technical issue prevents appropriate work. Mastering cannot reliably undo every recording, arrangement or mixing problem. You keep your own backups and check that you are authorised to share the audio.

5. Delivery timing

First mastering version within 10 working days after confirmed payment and receipt of complete, usable audio, references and instructions. Working days are Monday-Friday, excluding Dutch public holidays. Revisions are normally returned within 5 working days after one consolidated feedback list. Where work must wait until the consumer cooling-off period ends, the delivery clock starts at that later permitted start date. Essential missing files, instructions or feedback

pause the relevant work; we will explain what is needed. Priority places a ready project ahead of standard ready projects for the next available work slot; priority projects are handled in the order they become ready. A ready project has verified payment, complete usable files and instructions, and a permitted work start. Priority does not interrupt work already in progress and does not guarantee a particular delivery date or a two-hour turnaround. If we cannot provide the agreed queue priority, we refund the priority fee. Cancellation and proportionate-payment rules also apply to the upgrade; its fee is not automatically non-refundable. A specific release deadline must be agreed before booking. If we anticipate a delay, we will discuss a revised date or an appropriate solution. Your statutory remedies for missed delivery remain intact.

6. What is included

Mastering and stem mastering include a 24-bit stereo master WAV, an MP3 listening copy and two consolidated creative revision rounds for the same song, source material and agreed direction. Stem mastering includes balance adjustments to the agreed stems. Mixing includes a stereo mix WAV, an MP3 listening copy and two rounds. Production includes three rounds, with the actual production deliverables agreed in the quote. Instrumental, radio, clean, alternate, surround, vinyl-specific or other versions, mixed stems and DAW sessions are included only if expressly agreed. Mixing or mastering is not automatically bundled with a production quote.

7. Revisions and changes

Each round is a single combined list of requested adjustments. Please listen carefully and, where practical, send feedback within 14 calendar days of each delivery. We can agree more time; silence is not final approval and does not remove statutory rights. A new recording, replacement mix, extra song or substantial change to the agreed direction may require a fresh quote. After the included creative rounds, further creative changes require agreement on any extra fee before we start. Correcting a technical defect for which ANUBYS is responsible is not treated as a paid creative extra or taken from your included creative rounds.

8. Delivery, review and approval

We identify delivered versions by their label, filename and delivery record. An account is optional for new mastering orders. Guest orders use a separate private order link, without signing into an existing account. The link gives access to that order, including its billing details, uploads, feedback and downloads. Keep it confidential. Email links expire after 30 days; a new link can be requested using the order reference and order email. Guest orders are not automatically added to an existing account or combined for personal account rewards. Existing account holders can sign in before ordering to use account rewards. Keep the private review and download links confidential. On the project review page, you can approve the identified version, request an included revision, ask about additional work or report a technical issue. Final approval is a separate, unticked confirmation that the agreed files have been supplied and you have no further creative requests under that agreed scope. Receiving, playing or downloading the first version is not, by itself, final approval. Completion requires all agreed deliverables and revision obligations to be satisfied; approval does not waive remedies for a defect or an unfulfilled promise. We keep dated records of work, delivery and your responses. A private review-link response establishes use of that link, rather than independent verification of the email holder.

9. Consumer withdrawal

Consumers buying services online normally have 14 calendar days after the day of contract confirmation to withdraw without giving a reason. A weekend or public holiday on the final day extends the deadline to the next working day. There is no additional mandatory 24-hour waiting period for orders accepted under this version. Work can begin as soon as payment is verified and the complete, usable files and instructions have arrived, if you expressly request performance during the withdrawal period as described below. Without that request, consumer work waits until the withdrawal period has ended. Earlier orders retain the terms supplied with their confirmation, including any promised waiting period.

10. Work during the withdrawal period

The checkout offers one optional, unticked, paid Priority selection. Selecting it expressly requests work to begin immediately after verified payment and receipt of complete, usable files and instructions, before the cooling-off period ends, and includes acknowledgement of the withdrawal consequence shown at checkout. If you expressly request that start and later withdraw, the amount payable is proportionate to the service actually supplied before withdrawal, supported by an explanation of the work. No automatic 50% deduction applies because a week has passed or a first version has been sent. The consumer withdrawal right can end following full performance only where you expressly requested early performance and acknowledged that consequence before work started. We retain that consent with the order. Final approval supports the completion record; it does not manufacture consent or replace any legal condition. Without selecting Priority, new orders under this version wait until the withdrawal period has ended. Earlier orders retain the start-work choices accepted with them.

11. How to cancel and what is refunded

Use Cancel order / Withdraw on the website, email contact@anubysentertainment.com, or write to the address above. You need no account or reason; supply enough details to identify the order. The website records your notice and offers a downloadable dated receipt. Refunds due are paid within 14 days of the withdrawal notice, through the original payment method unless you expressly agree otherwise, without a refund fee. There is no automatic refund deduction based solely on elapsed time or delivery of a first version. Refund entitlement is assessed against the applicable terms, statutory rights and the work lawfully supplied. We may verify the purchaser through the original checkout browser, signed-in purchasing account or a secure confirmation sent to the order email. Your cancellation notice is received without requiring that verification. Cancellation requests and uncertain provider responses are reviewed by Merlijn; refund processing times can vary. We refund the unperformed balance where applicable and explain any amount retained for work already lawfully supplied. If the service was properly and fully performed and the withdrawal right has validly ended, there is no automatic refund merely for changing your mind. Statutory claims for defects, non-performance or delay remain available. Outside statutory withdrawal, or for business orders, cancellation is assessed under the agreement and applicable law with reasonable, explainable costs and allowance for costs saved. An enquiry with no concluded contract can be withdrawn without charge.

12. Professional care, problems and complaints

We work with professional care towards your agreed sound and technical deliverables. References communicate a direction rather than a promise of an identical recording, and we do not guarantee listener numbers, commercial success or label acceptance. If our work does not meet the agreement, explain the issue promptly and give us a reasonable opportunity to put it right without an inappropriate extra charge. Email your order reference and a clear description. We aim to acknowledge complaints within 2 working days and give a substantive response within 14 calendar days. These response targets do not shorten any legal period for raising a complaint or exercising a remedy.

13. Your music, privacy and files

You retain your existing rights in your music. We receive only the permissions needed to perform the agreed work and privately deliver it. Any collaboration rights or royalty split for new production work must be separately agreed in writing. Public portfolio audio, comparison excerpts and reviews require separate permission. We do not claim a general right to publish client work merely because you ordered. Billing records, audio and project records are handled under the privacy notice. Please download and back up final files promptly; continuous hosting, permanent archiving, transfer of licensed plugins and access to DAW sessions are not part of the standard mastering service. We will arrange a reasonable download opportunity and discuss retrieval where files are still available.

14. Changes, interruption and applicable law

A material change in the brief, fee, scope or delivery arrangement needs written agreement. If illness, equipment failure or another interruption affects delivery, we will notify you and discuss a workable date or cancellation and any refund due for services not supplied; this does not remove your statutory remedies. Dutch law applies, without excluding mandatory protections that apply to consumers in their country of habitual residence. Disputes can be brought before the court competent under applicable law; consumers are not forced to give up a court they are legally entitled to use. If a provision is unenforceable, the rest applies to the extent permitted by law.